

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Columbia Forest Products

#### West Virginia Manufacturing Extension Partnership

#### Quality System Spurs Growth at Columbia Forest Products

**Client Profile:**

Columbia Forest Products, located in Craigsville, West Virginia, is a manufacturer of hardwood and softwood veneer. The company employs 200 people.

**Situation:**

A corporate mandate required Columbia Forest Products to pursue ISO 9001 compliance in order to increase market share and standardize processes with other company locations. ISO 9001 certification is a voluntary, global requirement that requires facilities to document their processes and quality related activities, monitor the overall system to ensure it is effective, and provide evidence of quality system management on a regular basis to a third party registration body. The company contacted the West Virginia Manufacturing Extension Partnership (WVMEP), for assistance.

**Solution:**

WVMEP conducted a gap analysis to determine levels of compliance to the ISO standard and to identify areas requiring enhancement. ISO training was provided to management and administrative staff prior to beginning document development to educate all critical parties in the overall project. A quality policy, objectives, procedures, work instructions, forms, and lists were created with the assistance of the Columbia quality team to document the quality management system. Additional training was conducted with all production personnel to communicate key quality issues as they directly affect production efforts. Training for internal auditors was also conducted to prepare the team for conducting monitoring and measurement of the effectiveness and implementation of the quality management system.

**Results:**

- \* Established Quality policy with objectives to measure performance.
- \* Documented processes to standardize processes and to be used as training tools for new hires.
- \* Calibrated measuring and monitoring equipment according to schedules.
- \* Conducted and documented internal audits to measure performance.
- \* Conducted training for production and management staff so that all employees understand their roles and responsibilities as they relate to the quality management system.

**Testimonial:**

"The West Virginia Manufacturing Extension Partnership (WVMEP) provided us with more than enough support to enable us to move toward ISO certification. The staff was friendly and knowledgeable in all aspects of putting our system in place. Without WVMEP we would still be struggling along."

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Thanks to the help of West Virginia Manufacturing Extension Partnership (WVMEP), we were able to move toward ISO certification at a much lower cost than would have been provided by other consultants. The staff provided us with professional assistance throughout, which showed to us their commitment in the work they do.

Kelly Cain, QES Coordinator